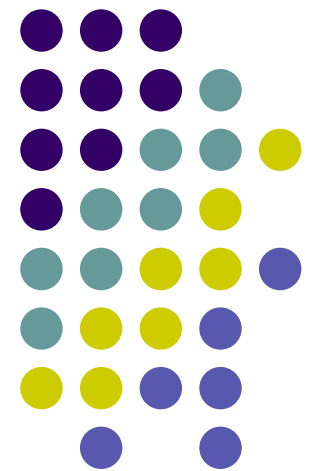
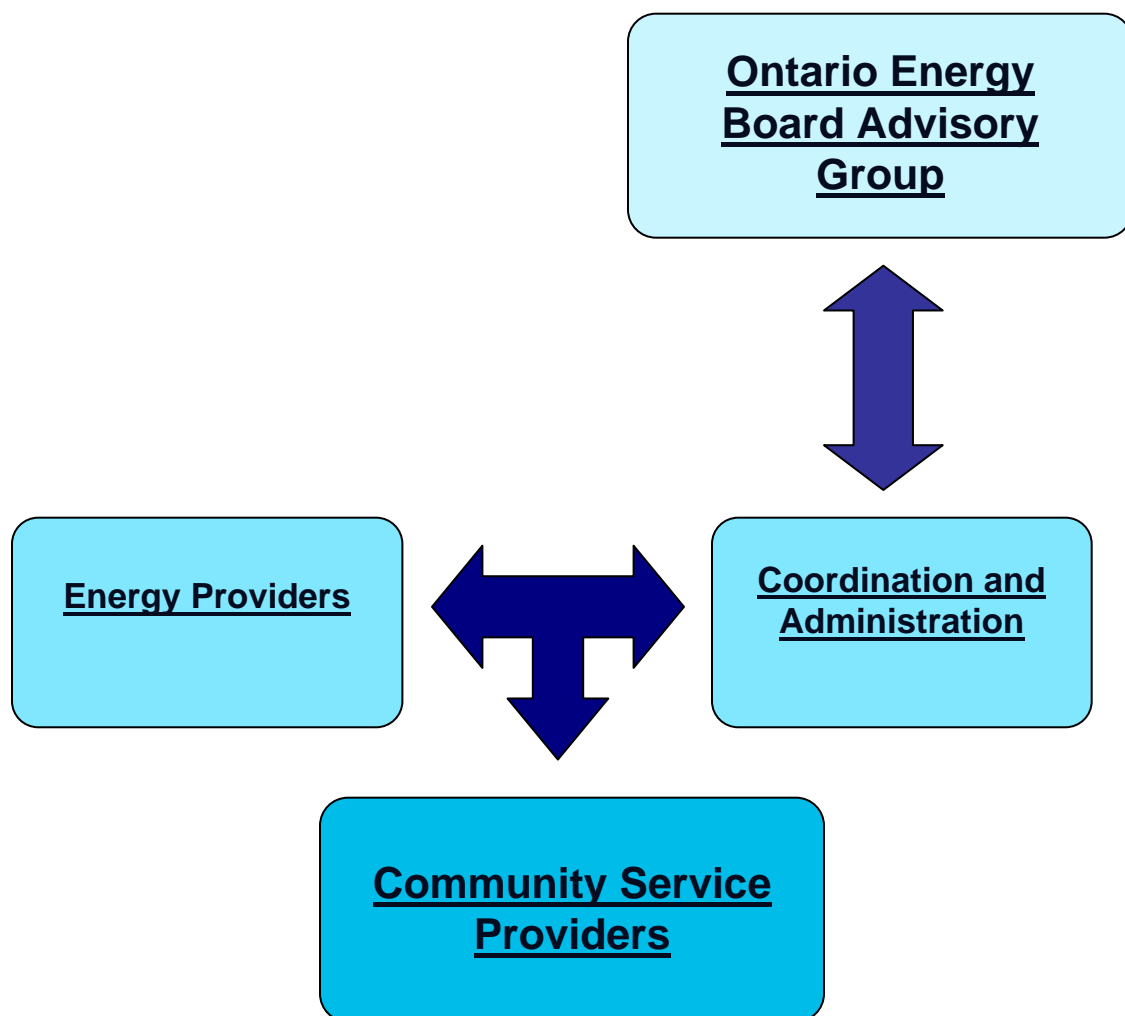


Emergency Financial Assistance Framework



Emergency Financial Assistance Framework



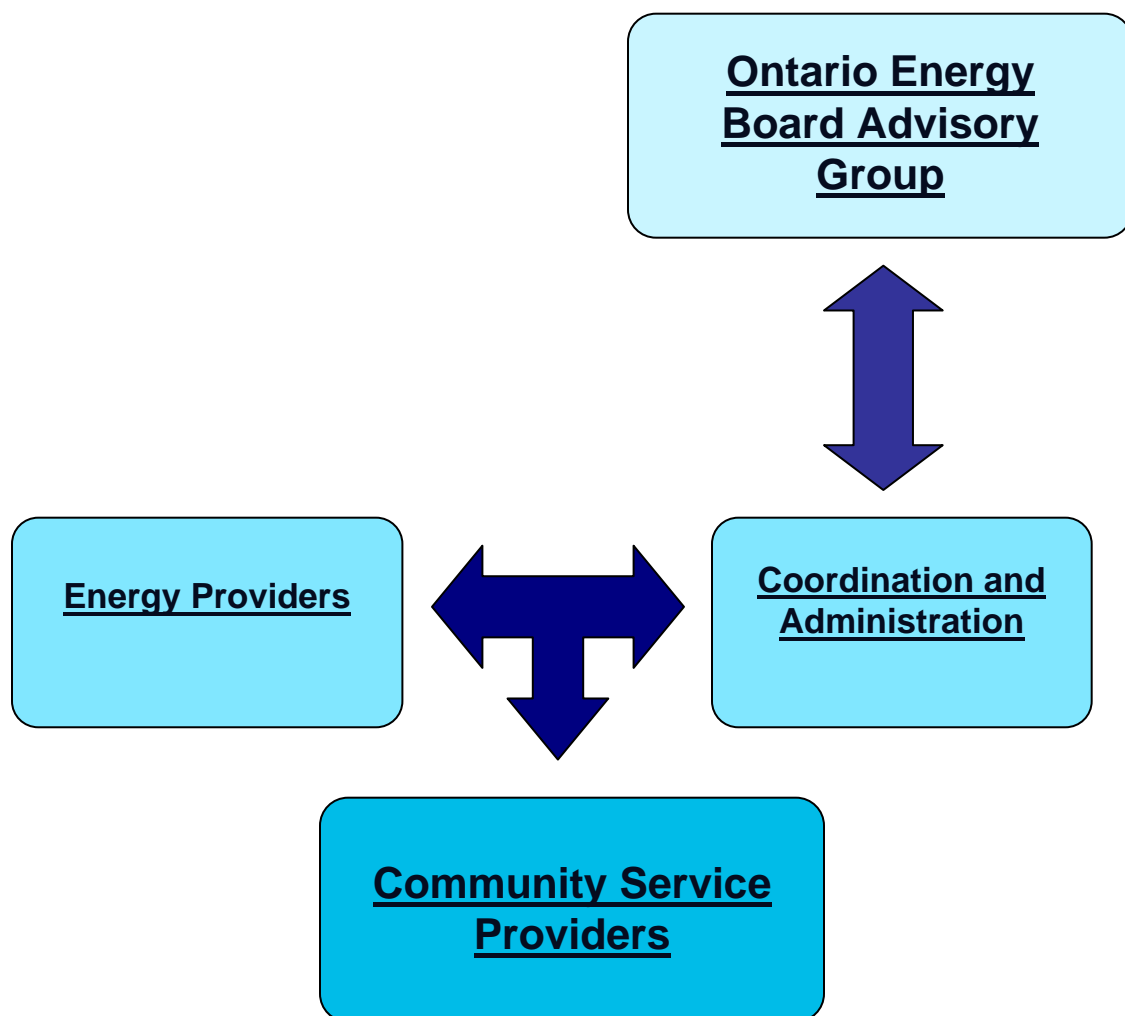
Ontario Energy Board Advisory Group



Should include service delivery agents, utility providers, OEB representation and other partnering agencies.

- Coordinate RFP process
- Determine amount to be allocated for central coordination/percentage of funds to community agencies for program administration
- Determine formulas for distribution of funds in large retail areas.
- Monitor program on an ongoing basis to ensure mandate and guiding principles are being met
- Determine and assess on an ongoing basis program eligibility criteria
- Determine statistical information required
- Ongoing review of program guidelines including eligibility
- Co-ordination of conservation programs with emergency assistance program
- Develop public information tools

Emergency Financial Assistance Framework

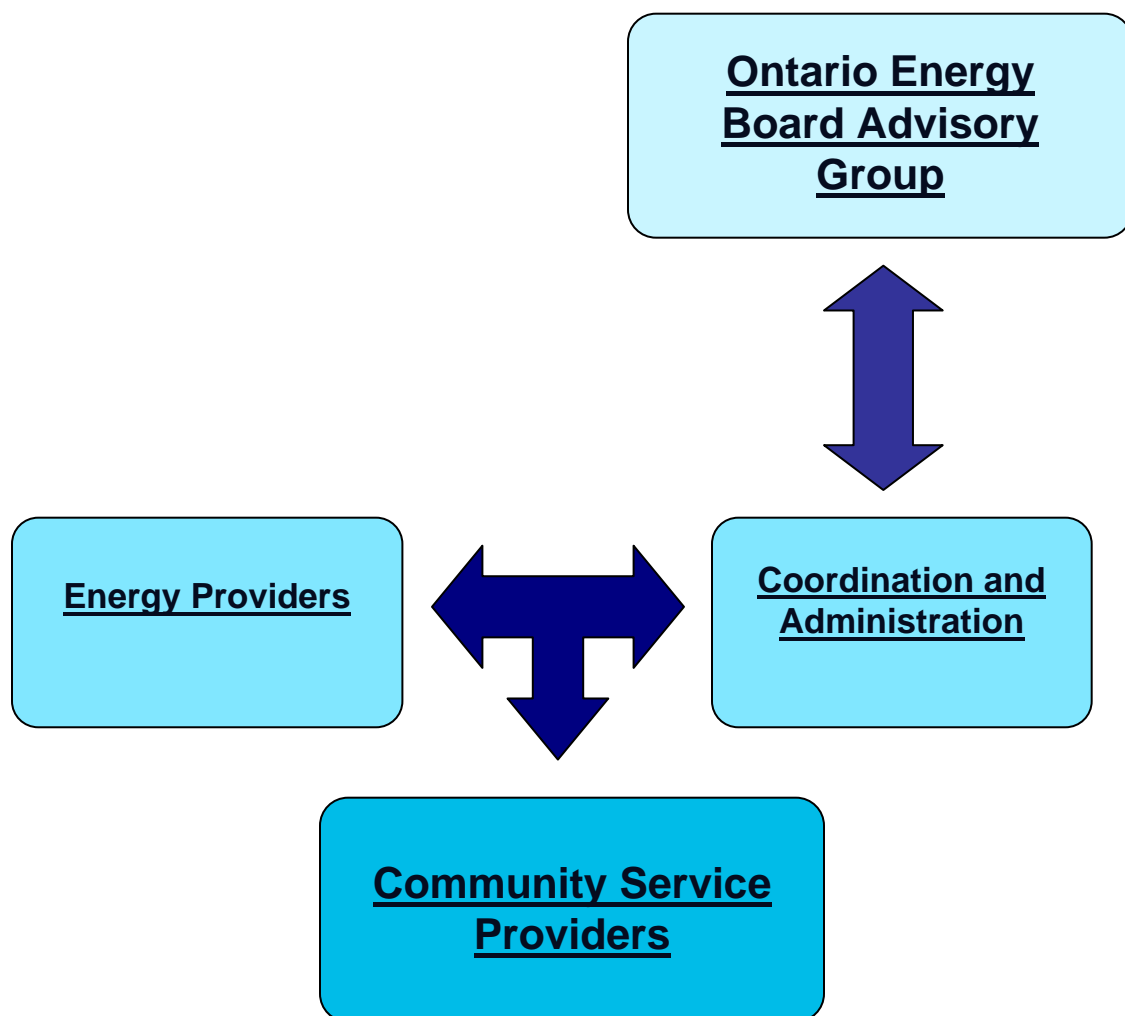




Coordination and Administration

- Co-ordinate with LDC in determining service delivery providers in communities where none have already been identified (use existing Winter Warmth agencies)
- Assist in development of relationships between community agencies and energy providers
- Develop capacity of communities to deliver emergency utility assistance program
- Collect and distribute funding to Community agencies if required
- Centralized Collection of statistical data
- Ongoing financial and statistical reports to all partners.
- Development of training materials and program if required
- Dissemination of information
- Support to service delivery agents
- Develop evaluation process and administer
- Program publicity

Emergency Financial Assistance Framework

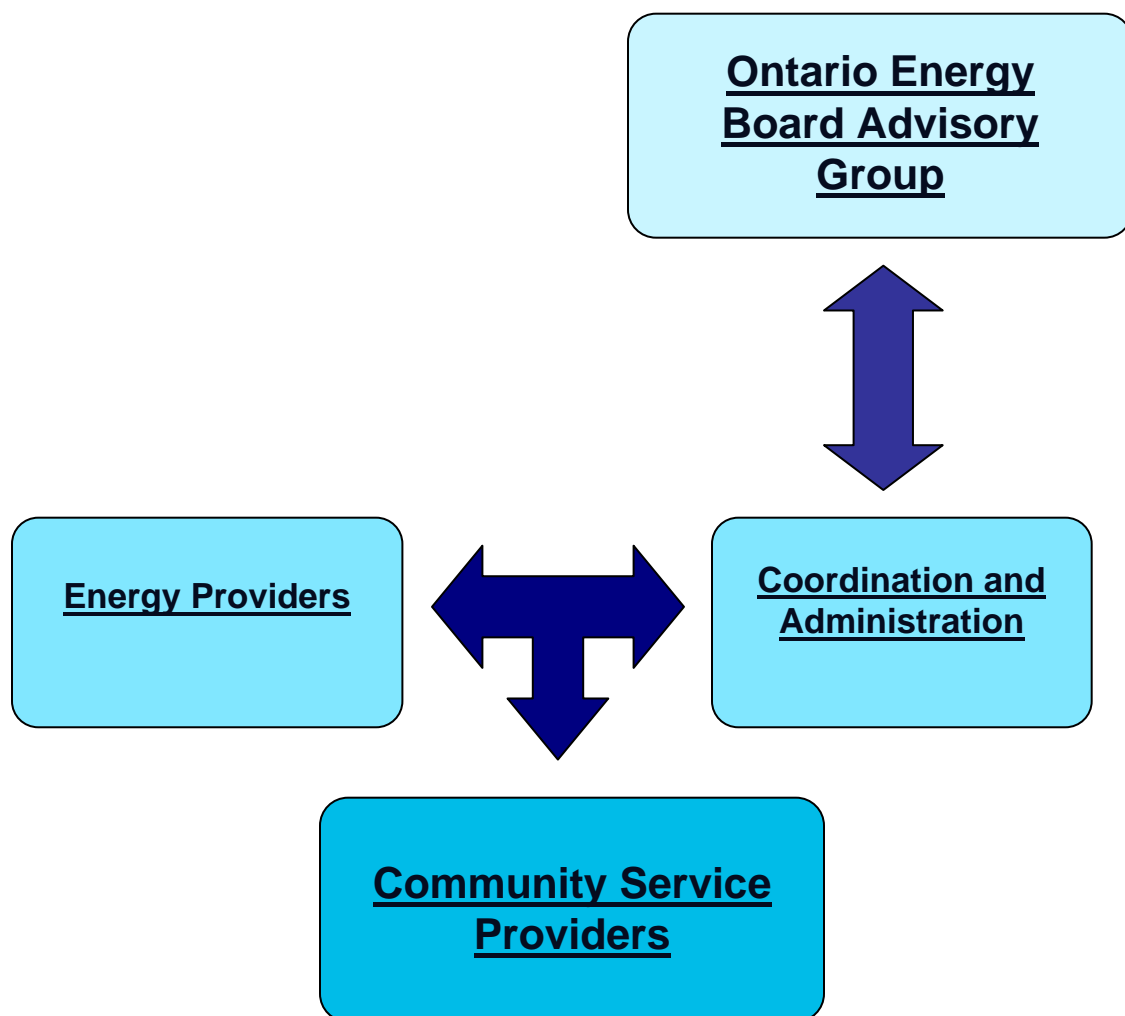




Energy Providers

- **Co-ordinate with co-coordinating agency to identify local community service agencies if none exists**
- **Direct funds to community service providers / or administrative body if appropriate and required**
- **Identify direct contact person in utility for service providers**
- **Hold collection process pending application process**
- **Verify client information on request**
- **Publicize program**
- **Refer clients to utility assistance programs**

Emergency Financial Assistance Framework





Community Service Agencies

- **Local publicity for programs**
- **May co-ordinate multiple sites throughout community for easy access for clients (i.e satellite locations); may provide training to satellite locations**
- **Determine process for distance applications if required**
- **Responsible for all prescreening and intake**
- **Completion of applications for assistance/consents**
- **Process applications**
- **Make eligibility determinations**
- **Inform utility companies of eligibility on daily basis**
- **Prepare cheques for utility providers on weekly basis**
- **Assist applicants with other issues/referrals as required**
- **Maintain client files/data base**
- **Report on client and financial statistics to co-ordination and administrative body**
- **Ongoing direct contact with utility providers**
- **Develop appeals process if none exists**
- **Participate in annual evaluation process**



Thank you